GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:2261
ANSWERED ON:03.12.2007
CHANGE IN CONSUMER LAWS
Rana Shri Kashi Ram;Singh Deo Smt. Sangeeta Kumari

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government proposes to change the consumer legislation to make them more stringent;

(b) if so, the details thereof;

(c) the total number of cases of exploitation of consumers registered during the last three years, State-wise; and

(d) the total number of people held guilty in the said cases?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION(SHRI TASLIMUDDIN)

(a) & (b): Yes Sir. There are proposals to amend the provisions of the Consumer Protection Act, 1986 to make them more stringent by strengthening the penalty provisions and the powers of the Consumer Fora, among other things.

(c) & (d): As informed by the National Consumer Disputes Redressal Commission (NCDRC), cases of exploitation of consumers & number of people held guilty as such is not maintained, however, in all cases where the merits so warranted, appropriate relief is granted by the Consumer Fora. State-wise details of cases filed and disposed off by the Consumer Fora during the last 3 years as per information furnished by the NCDRC, are given at Annexures I & II.